



MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

440 - EARLY INTERVENTION PROGRAM

GENERAL ORDER: 2026-11
ISSUED: February 19, 2026

EFFECTIVE: February 19, 2026

REVIEWED/APPROVED BY:
Assistant Chief Craig Sarnow
DATE: December 5, 2025

ACTION: Amends General Order 2023-66 (December 27, 2023)

WILEAG STANDARD(S): NONE

ROLL CALL VERSION

Contains only changes to current policy.
For complete version of SOP, see SharePoint.

440.10 DEFINITIONS

C. BENCHMARK ALERT

An benchmark alert is the point at which criteria have been met or at which a sufficient number of incidents have occurred to necessitate a review of those incident(s).

F. "FALSE POSITIVE"

Intervention alerts that are generated but do not meet the intended criteria will be closed without further action. This includes but is not limited to squad accidents in which the member is not at fault and the achievement of a benchmark an alert due to a single incident.

440.25 GENERAL GUIDELINES

~~A. All department members shall be required to periodically review their personal EIP information for the purpose of self-intervention.~~

~~B. All supervisors/command officers shall be required to periodically review the EIP electronic file of the subordinates under their command for the purpose of monitoring performance.~~

~~C. EIP information shall be collected from established database systems.~~

440.30 PERFORMANCE INDICATORS AND BENCHMARKS ALERTS

A. The Chief of Police shall have the authority to establish EIP performance indicators and benchmarks alerts, which are subject to modification.

B. Performance indicators include the following:

9. Traffic stops, field interviews, no-action encounters, frisks, and searches that are insufficiently documented, legally unsupported, or based on racial and ethnic profiling (including through audits). Please see SOP 870 Modified Assignment /

Official Discipline for additional information.

C. Benchmarks Alerts that cause an intervention to be initiated include the following:

2. One (1) battery related complaint or personnel investigation internal affairs investigation (open or closed).
3. One (1) alcohol related complaint or personnel investigation internal affairs investigation (open or closed).
4. One (1) sexual assault related complaint or personnel investigation internal affairs investigation (open or closed).
10. A total of three (3) incidents of traffic stops, field interviews, no-action encounters, frisks, and searches that are insufficiently documented, legally unsupported, or based on racial and ethnic profiling over a rolling one (1) year period. Please see SOP 870 Modified Assignment / Official Discipline for additional information.

D. The Internal Affairs Division shall notify the captain of an individual officer receiving three or more complaints within a ninety (90) day period, and also provide notice to the captain of any individual officer receiving three (3) or more complaints over a rolling one year period. Please see SOP 450 Personnel Investigations for additional information.

440.35 CRITICAL INCIDENTS

- B. Critical incidents are entered into the Administrative Investigations Management (AIM) system database personnel management software to provide supervisors with a history of incidents that members have been involved in.
- E. Once the Early Intervention Program (EIP) coordinator learns of member(s) involved in and/or exposed to a duty related critical incident the following shall occur:
2. EIP contacts the department psychologist mental health provider, or designee.
 3. Provides department psychologist mental health provider, or designee, with:
 - Name of member(s).
 - Information related and relevant to critical incident.
 - Best contact information for impacted member.
 5. Creates a Critical and Major Incident Report within the personnel management system.

440.40 MAJOR INCIDENTS

- A. A major incident is defined as any event (other than a critical incident) that has significant negative effect on police members. Major incidents include any powerful or sudden event that falls outside the common realm of human experience and may be

markedly distressing to the individual or group. Such events may have sufficient impact that overwhelm coping skills and may include, but not be limited to, the serious injury of a co-worker, suicide of a colleague or citizen, multi-casualty or terrorist event, or a serious injury to the officer that may result in disability.

- B. Major incidents are entered into the personnel management software to provide supervisors with a history of incidents that members have been involved in.
- C. Supervisors need to be keenly aware of incidents that could cause an intense emotional, psychological and/or physical response. This is not limited to the above defined major incidents but any incident that may provoke the listed emotional response.
- D. When identifying a department member involved in a major incident understand that the member may not necessarily be “directly” involved in order to be subject to the aforementioned responses.
- E. Work location commanding officers, or their designee, may determine if an incident should be classified as a major incident and shall contact the EIP coordinator if they determine an incident should be classified as a major incident. In addition, the EIP coordinator may contact a work location captain to determine if an incident should be classified as a major incident.
- F. Once the EIP coordinator learns of member(s) involved in and/or exposed to a duty related major incident the following shall occur:
 - 1. EIP contacts impacted MPD member(s).
 - Obtains information related to major incident.
 - Obtains best contact information for the member(s).
 - 2. EIP contacts the department mental health provider, or designee.
 - 3. EIP provides department mental health provider, or designee, with:
 - Name of member(s).
 - Information related and relevant to major incident.
 - Best contact information for impacted member.
 - 4. The member(s) are required to attend a confidential one-on-one session with a department mental health provider within 7 days following the EIP coordinator contacting the MPD member(s) unless unusual circumstances arise.
 - 5. EIP schedules group debrief with officers (other than the primary or secondary officers) involved in the major incident.
 - 6. EIP creates a Critical and Major Incident Report within the personnel management system.

440.4045 IDENTIFICATION AND INTERVENTION PROCESS

- A. If a department member reaches the established benchmarks alerts for an intervention, the EIP personnel management system will automatically identify the department member and send a notification to the EIP administrator that an benchmark alert has been reached.
- B. Within 72 hours of receiving the system generated notification, the EIP administrator shall review the benchmark alert reached and any reports relating to the benchmark alert incidents. The administrator will identify possible "false positives" that have alerted and close those interventions as "No Intervention Necessary" noting that no intervention was deemed necessary.
- C. The EIP administrator shall notify create an intervention report based on the alert and share it with the identified department member's commanding officer that a member under their command has reached an benchmark alert and is subject to an intervention.
- D. The commanding officer EIP administrator shall assign the intervention to the identified member's immediate supervisor shift commander within 72 hours of receiving the system generated notification from the EIP administrator.
- E. The shift commander shall reassign the intervention to the identified member's immediate supervisor within 72 hours of receiving the system generated notification from the EIP administrator.
- FE. The identified member's immediate supervisor shall review the benchmark reached intervention report and any additional information provided by the EIP administrator. The supervisor shall schedule an intervention meeting with the identified member as soon as practicable. Interventions that are alcohol, battery, or sexual assault related shall not require an intervention meeting, but will result in a mandatory referral to the Employee Assistance Program (EAP).
- GF. The intervention meeting shall take place within 72 hours from the time the supervisor became aware of the need for such meeting, unless the member is on vacation, extended leave, or with the permission of their commanding officer.
- HG. The supervisor conducting the intervention meeting shall follow the outline in the *Guidelines for Early Intervention Meeting Report* (form PI-56E), located on the MPD (N:) drive "Forms" folder.
- IH. Examples of intervention options, which a supervisor may suggest during the intervention meeting, include but are not limited to the following:
- Policy review.
 - Counseling.
 - Training specific to the member's needs.
 - Employee Assistance Program referral.
 - Wellness Team referral.
 - Confidential professional counseling services referral.

- J. Intervention options may be mutually agreed upon with a follow-up date established, if necessary.

Note: It is expected that a mutually agreed upon policy review be conducted during the intervention meeting, or as soon as practical after the meeting. Department members are required to attend mutually agreed upon training once scheduled.

- K. Intervention results shall be reported to the EIP administrator as soon as practicable upon conclusion of the intervention meeting.

440.4550 EIP ADMINISTRATOR RESPONSIBILITIES

The EIP administrator shall be responsible for the following:

2. Notify the identified member's commanding officer of a member reaching a benchmark alert.
3. Review benchmark alert incidents to identify "false positives" and close those interventions as noting "No Intervention Necessary."
7. Monitor benchmarks alerts and performance criteria for appropriateness and necessity.
12. Entering critical and major incidents into the AIM system personnel management software.

440.5055 SUPERVISOR / COMMAND OFFICER RESPONSIBILITIES

Supervisors/command officers shall be responsible for the following:

- ~~1. Periodically monitor their subordinate's EIP electronic file.~~
12. Notify the EIP administrator of a possible "false positive" or intervention that the supervisor/command officer may feel is unnecessary. The final decision regarding whether or not an intervention should take place is that of the EIP administrator.
- ~~23.~~ 3. Conduct an intervention meeting with the identified member within 72 hours and establish intervention options as deemed appropriate.
34. Notify the EIP administrator upon successful completion of the intervention meeting.
45. Follow-up and/or scheduling requested by EIP.



JEFFREY B. NORMAN
CHIEF OF POLICE